

PROGRAMMER I

OPEN SPOT – Sacramento



State of California
DEPARTMENT OF
JUSTICE
P.O. BOX 944255
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED
NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT
WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IN INCONSISTENT WITH THE LAW
OF THE STATE, THE RULES OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE **August 20, 2012**– Applications (Form STD 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications postmarked **after** the final filing date **will not** be accepted for any reason.

WHO CAN APPLY Persons who meet the minimum qualifications by the final filing date as stated on this bulletin.

HOW TO APPLY All applicants must complete and return the entire examination packet. Failure to submit all of the required documents may result in rejection from this examination. **The examination packet must include the following:**

- [State Examination Application \(Form STD 678\)](#)
- [General Instructions/Affirmation](#)
- [Training and Experience Questionnaire](#)
- Unofficial College Transcripts (if using education to qualify)

*****Note: If you submitted an application at the one day file in person on July 30, 2012, you do not need to re-submit an application.*****

Mailing Address
Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

File in Person:
Department of Justice
Testing and Selection Unit
1300 "I" Street, 1st Floor Lobby
Sacramento, CA 95814

**DO NOT MAIL APPLICATIONS TO THE ABOVE ADDRESS, THE STATE PERSONNEL BOARD,
VIA INTER-AGENCY MAIL, SUBMIT ONLINE OR BY FAX.**

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

SALARY RANGE **\$3262-\$4087**

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

ELIGIBLE LIST INFORMATION A departmental open eligible list will be established for the Department of Justice. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION All applicants must meet the experience and/or education requirements for this examination by the final filing date. All applications/resumes must include "To" and "From" employment dates (Month/Day/Year), time base, and applicable classification titles.

CONTINUE TO THE NEXT PAGE

MINIMUM
QUALIFICATIONS

Either I

One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range C) or a Computer Operator (Range C).

Or II

Experience: One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range B) or Computer Operator (Range B). **and**

Education: Successful completion of six semester units or nine quarter units in computer science or information technology provided by either a recognized college or university, a State agency, or equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with other patterns to meet minimum qualifications.) Six months of additional experience may be substituted for the required education.

Or III

One year of experience performing programming tasks that include planning and developing programs to be processed by information technology systems equipment; under close supervision, performs systems analysis and systems programming. Experience performing programming duties while enrolled as a student at a college may be applied toward meeting this requirement.

Or IV

Successful completion of 18 semester units or 27 quarter units or the equivalent of academic courses in computer science or information technology provided by either a recognized college or university, a State agency, or equivalent academic training provided from an accredited institution recognized by the ACICS or the ACCSCT. The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)

DEFINITION OF TERMS
IN THE MINIMUM
QUALIFICATIONS

“Performing duties comparable...” For these requirements, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specifies.”

POSITION
DESCRIPTION

Under close direction, to plan and develop programs to be processed by information technology system equipment; under close supervision, to perform systems analysis or systems programming (software) work; and to do other related work.

EXAMINATION
INFORMATION

The examination will consist of a Training and Experience Questionnaire and is the sole component of the Programmer I examination. To obtain a position on the eligible list a minimum score of 70% must be received.

TRAINING AND EXPERIENCE QUESTIONNAIRE-WEIGHTED 100%

In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the Training and Experience Questionnaire process will be on measuring the following competencies:

- System Documentation
- Programming
- Analysis
- Interpersonal Relationship Skills
- Written & Oral Communication

SPECIAL PERSONAL
CHARACTERISTICS

Willingness to do detailed work requiring a high degree of mental concentration; a demonstrated capacity for development as evidenced by work history, academic attainment, or well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

ADDITIONAL
REQUIREMENTS

Under Section 432.7(e) of the Labor Code, **persons seeking employment with the Department of Justice** may be asked to disclose arrest or detention information regardless of whether or not the arrest or detention resulted in conviction, referral, or participation in diversion programs prior to appointment. Department of Justice regulations may require, as a minimum, pre-employment investigations consisting of fingerprinting; inquiry to local, State, and national files to disclose criminal records; verification of minimum qualifications (i.e., college transcripts); financial status; previous employment background; and personal interviews to determine applicant's suitability for employment.

VETERANS
PREFERENCE
CREDITS

Veterans Preference Credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.**

CAREER CREDITS

Career Credits will not be granted in this examination.

CONTINUE TO THE NEXT PAGE

GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board Offices (www.spb.ca.gov), and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
P.O. BOX 944255
SACRAMENTO, CA 94255-2550
(916) 324-5039



California Department of Justice

Programmer I

Training and Experience Questionnaire

This Training and Experience (T&E) Questionnaire is the examination for the classification of Programmer I. The results of this examination will determine your placement on the hiring list for the classification should any open positions become available.

The assessment is a self-rating process. In the following pages, you will rate yourself on a series of statements designed to measure how your education, training, and work history has provided you the essential knowledge, skills, and abilities required to successfully perform in the <Classification Title> position. Your responses in this questionnaire may be later used as information for follow-up questions during a hiring interview.

The overall assessment consists of five sections:

- System Documentation
- Programming
- Analysis
- Interpersonal Relationship Skills
- Written and Oral Communication

The T&E Questionnaire is the sole component of the Programmer I examination. All instructions should be read carefully and understood before completing this examination. Failure to do so may result in an inability to process your T&E Questionnaire and disqualification from this examination. Please keep a copy of your completed questionnaire for your records.

If you have any questions regarding this questionnaire, please contact:

Testing and Selection Unit
916-324-5039
tsu@doj.ca.gov

How to take a T&E

What is a T&E?

A Training and Experience Questionnaire (T&E) is a way to measure the previous experience, training, and/or education that a candidate has that is relevant to the job for which the exam is being conducted.

T&Es are typically questionnaires that consist of a series of statements that represent qualities important for successful job performance. You will be asked to rate yourself on the experience, training, and education that you will bring to the job.

How do I rate myself?

Making judgments about your own level of skills or amount of experience can be a difficult task, but there are steps you can take to help increase the accuracy of your ratings.

- To start, pull together some important personal reference materials. You're most likely going to be asked to rate yourself based on your previous work experience. It can be difficult to accurately recall in detail the accomplishments you have achieved in your career. So take a moment to refresh your memory.
 - Pull out your resume and review it. Update it if you need to. Look over your previous positions and the tasks that you performed while in those positions.
 - Review past performance appraisals. These may contain development plans or details of projects that you completed in the past.
 - Look over your transcripts. Remind yourself of the courses that you have taken in your educational path. If there are educational requirements, you may be asked about specific courses that you took while pursuing your education.
 - Make a list of training courses and professional classes that you have taken throughout your career. Note any certifications that you may have achieved. Sometimes you may not have the previous work experience but you may have taken coursework that exposed you to similar knowledge or skills.
 - Read the questions and the response options carefully. Consider all your relevant training and experience.

How do I choose which rating best represents me?

- After you have reviewed some of your personal reference materials you should be in a pretty good position to rate yourself accurately.
 - Be honest. Don't diminish your accomplishments or the amount of time that you have put into your career. As you rate yourself, keep your personal resources next to you and refer to them as needed to refresh your memory.
 - Be truthful. Don't exaggerate what you have done. While it's common to want to present yourself to the best advantage, T&Es are of most use when your ratings are accurate. Rating yourself higher in certain experiences or indicating that you have more training than you do in actuality isn't necessarily going to result in a higher score. Often candidates' responses on the T&E questionnaire are confirmed during the hiring interview. Blatantly falsifying your employment history may lead to disciplinary action and/or removal from the employment list.

Affirmation Page

All applicants **must complete and return the entire** Training and Experience Questionnaire in addition to the Standard State Application by to be considered for this examination process.

The completed Training and Experience Questionnaire and Standard State Application (STD.678) must be returned **postmarked by Monday, August 20, 2012** to the following address:

Filing Address:

Department of Justice
Testing & Selection Unit
PO Box 944255
Sacramento, CA 94244-2550

I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Your Signature: _____ Date: _____

Your Name (printed): _____

Contact Information:

Address: _____

City, State, Zip _____

Phone Number: _____

Email address: _____

System Documentation

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

1. Developing computer programs/applications to meet organizational requirements and expectations.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

2. Developing and/or maintaining computer program/application documentation for ease of understanding and ongoing support.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
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3. Developing and/or maintaining computer program/application documentation for each phase of the software development lifecycle (i.e., design, development, testing, implementation, maintenance).

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
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- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

4. Developing detailed design specifications for computer programs/applications in order to ensure effectiveness and adherence to established standards.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

5. Documenting technical requirements to design, develop and support systems.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

6. Documenting data and process flows to meet the system requirements.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
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7. Developing entity relationship diagrams (ERDs) for application databases.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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8. Developing software architecture documentation that describes the components of a system and how those components interface with each other.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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Programming

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

9. Writing code using programming languages (e.g., JAVA, PHP, ASP.Net) in order to develop computer programs/applications.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
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10. Writing code using programming languages (e.g HTML, CSS, JavaScript, AJAX, etc) for web based computer programs/applications.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
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11. Querying databases to retrieve and update data using database query languages (e.g., Structured Query Language).

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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12. Enhancing/maintaining existing computer programs/applications to increase operating efficiency, adapt to new requirements, or correct errors.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
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13. Developing computer programs/applications with reusable components to streamline development and improve consistency and maintainability.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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14. Incorporating reusable application components to streamline development and improve consistency and maintainability.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
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15. Identifying failing or poorly performing application components to assess the need for modifications and/or replacement.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

16. Identifying causes of critical system failures and service interruptions to restore normal operations.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
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17. Utilizing version control processes to track changes to software, manage ownership of software and ensure the correct version is in use.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
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- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

18. Providing technical assistance to resolve software, hardware, operating, and/or network problems.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

Analysis

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

19. Participating in design and/or code reviews of the computer program/application structure to ensure adherence to standards.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

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- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

20. Defining technical requirements to design, develop and support systems.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

21. Defining data and process flows to meet the system requirements.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

22. Incorporating data integrity control methods (e.g., validation, auditing) in the application design process.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

23. Conducting tests (e.g., unit, integration, stress, regression) to ensure the software functions as designed.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

24. Designing testing scenarios to meet functional and technical requirements.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

25. Developing and documenting testing configurations to support testing conditions (e.g., test scripts).

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

26. Determine the accuracy of various mathematical calculations and functions.

Considering your previous work experience and education, how often have you performed the above task?

- A. I have no experience performing this task but I would be willing to learn.
- B. I have only performed this task in a learning environment.
- C. I have performed this task occasionally.
- D. I have performed this task several times a week.
- E. I have performed this task on a daily basis.

How would you describe your knowledge of the task listed above?

- A. I have **no knowledge** of how to perform this task.
- B. I have **some knowledge** of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- C. I have **sufficient knowledge** of how to perform this task successfully in routine situations.
- D. I have **advanced knowledge** of how to perform this task effectively under the majority of circumstances or situations encountered.

27. Knowledge of general operating principles, capabilities, and limitations of information technology system equipment.

How much experience do you have applying this knowledge?

- A. I have no experience.
- B. Less than one year of experience.
- C. Between 1-3 years of experience.
- D. More than 3 years of experience.

28. Knowledge of database design principles and techniques to ensure organizational requirements are met.

How much experience do you have applying this knowledge?

- A. I have no experience.
- B. Less than one year of experience.
- C. Between 1-3 years of experience.
- D. More than 3 years of experience.

29. Knowledge of debugging/troubleshooting tools and techniques used to assess problems within a computer program/application.

How much experience do you have applying this knowledge?

- A. I have no experience.
- B. Less than one year of experience.
- C. Between 1-3 years of experience.
- D. More than 3 years of experience.

30. Knowledge of basic mathematical principles to define equations and manipulate variables.

How much experience do you have applying this knowledge?

- A. I have no experience.
- B. Less than one year of experience.
- C. Between 1-3 years of experience.
- D. More than 3 years of experience.

Oral and Written Communication

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only mark one response per item.

31. Participate in meetings with staff to disseminate information, make decisions, or generate ideas.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

32. Answer and place phone calls to clients and provide efficient, accurate and courteous communication with all contacts.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

33. Organize and compile data and information into reports (e.g., summarize numbers, create charts/graphs) to ensure accurate and clear documentation.

How would you describe your skill level for the task listed above?

- A. I have very little experience performing this task but I would be willing to learn.
- B. I have some experience performing this task but I could benefit from additional training.
- C. I have performed this task frequently and do not require additional training.
- D. This is an area of expertise for me and I could train others in how to perform this task

34. Translating technical or other complex material into common, everyday language.

How would you describe your skill level for the task listed above?

- A. I have very little experience performing this task but I would be willing to learn.
- B. I have some experience performing this task but I could benefit from additional training.
- C. I have performed this task frequently and do not require additional training.
- D. This is an area of expertise for me and I could train others in how to perform this task.

Interpersonal Relationship Skills

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only mark one response per item.

35. Resolving conflicting priority requests from various programs or customers to meet needs.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

36. Interact effectively with co-workers, supervisors, and others in response to various work related matters, while contributing to the overall efficiency and productivity of the organization.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

37. Establish and maintain relationships with individuals of various levels of authority.

What is the highest level of authority you have worked for?

- A. I have worked with a higher level co-worker (i.e. team lead)
- B. I have worked with lower level management (i.e. first line supervisor)
- C. I have worked with middle management (i.e. section manager)
- D. I have worked for upper level management (i.e. regional manager, bureau chief)

38. Working in a team environment to successfully complete a project or report.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

THIS CONCLUDES THE TRAINING AND EXPERIENCE QUESTIONNAIRE

**Please submit this document along with any other required documentation
per the instructions on page 3.**